

Online Integration

Partner Certification

## OVERVIEW

Each of the items in the below document should be completed for a successful integration. Providing Zip with your UAT links allows us to complete final Certification testing from our side. Once these tests have been completed by the Zip team, the Next Steps will be clearly outlined. If any items remain unclear, please reach out to our team and refer to the relevant sections of the API docs where all of these items are outlined:

https://developers.zip.co/v1.0.0/docs/getting-started

**TEST RESULTS**

## Miscellaneous

Once redirected to Zip, there are several possible outcomes for the user and each must to be handled appropriately. The below are the non-transactional outcomes at the checkout stage:

|  |  |
| --- | --- |
| Use Case | Completed |
| Cancelled Zip order |  |
| Pressed “Back to …” button |  |

**Notes**

If Cancelled or Declined – customer should be returned to the cart page (with cart + items in-tact) or the checkout page to select an alternative payment method.

## Transactions

There are a number of possibilities when transacting with Zip at checkout, from existing customers to new customers, Zip Money to Zip Pay, as well as those applications that do not provide an instant result.

There are also several scenarios that require different items or values to be passed in the API calls. These will need to match our spec for their respective scenarios to achieve certification. Each of these are listed below and must be handled for a complete integration:

|  |  |
| --- | --- |
| Use Case | Completed |
| Checkout with existing Zip Customer |  |
| Checkout with New Approved Zip Customer |  |
| Checkout with New Referred Zip Customer (AU only) |  |
| Checkout with New Declined Zip Customer |  |
| **Transaction Data** |
| Transaction data appears correctly on Zip side - /checkouts API call contains as much data as possible (shipping address, billing address, name, statistics, amount, unique order id, etc) |  |
| Ability to pass the correct supported country currency (using the global API, refer to docs) – e.g. AUD, NZD, USD etc. |  |
| Ensure the right item type (Shipping, sku, discount) is used for item details. |  |
| Discount items - If gift card, voucher, store credit or coupon are accepted at checkout please make sure you can use it in conjunction with Zip, eg the value is passed in the /checkouts call as a line item of type “discount” |  |
| Item details passed correctly to Zip |  |
| Click and collect order: *pickup:true* should be specified in the /checkouts request for click and collect orders. |  |
| Receipt ID returned in the charges/ API should be stored in the DB. This could be used to process refund in stores |  |
| If possible, Zip Receipt ID returned in the charges/ API should be included in the invoice.  |  |
| Order/Payment Management |
| Partial and full capture are supported |  |
| Partial and full refunds are supported |  |
| Ability to cancel authorized payments |  |
| Other |
| Platform metadata is present in the /checkouts call |  |
| Log all API calls (request, response, etc) |  |
| Idempotency-Key is present in the header for transactional API requests (/charges, /capture, /refund) only |  |

**Notes**

## Product awareness and conversion optimisation

As a part of all Zip integrations, a key element has been identified as vital to increased checkout and conversions. As such, as a part of our partnerships we include this as a requirement when integrating Zip as an online payment method. There are number of pieces that are specifically called out in Zip agreements that are listed as below:

|  |  |
| --- | --- |
| Use Case | Completed |
| Zip landing page is implemented |  |
| Permanent placement on the footer (link) |  |
| Permanent placement on the footer (Zip payment icon)  |  |
| Permanent placement on the product detail page |  |
| Permanent placement on the cart page |  |
| Home page banner |  |
| Payment method is presented in parity with other payment methods |  |

**Notes**

## Payment configuration

Provide a page where merchants can configure their zip payment method settings.

***Note: This is required for Channel Partners integrations only.***

|  |  |
| --- | --- |
| Use Case | Completed |
| Payment Settings |
| Option to enable/disable payment method  |  |
| Selection of environment (Sandbox/Production) |  |
| Field to enter Zip API Key |  |
| Field to enter Zip public ID/marketing id |  |
| Checkout options |
| Selection of Capture type: Immediate Capture or Authorize/Capture |  |
| Selection of allowed countries |  |
| Selection of allowed currencies |  |
| Zip assets configuration |
| Enable/Disable Product Page Widget |  |
| Enable/Disable Cart Page Widget |  |

## Timeout and retry handling

A key element of any payment’s integration is handling exception scenarios and potential timeouts. As such, Zip require verification of the way transactions are handled when our API fails to respond as expected.

Zip best practice is to handle retries making use of the below:

|  |  |
| --- | --- |
| Use Case | Completed |
| A 15 second allowance for initial API response from Zip |  |
| A 5 second spacing between subsequent retry attempts |  |
| At least 4 retry attempts before failing the order |  |

Notes